New ProviderConnect based alternative faxed request process
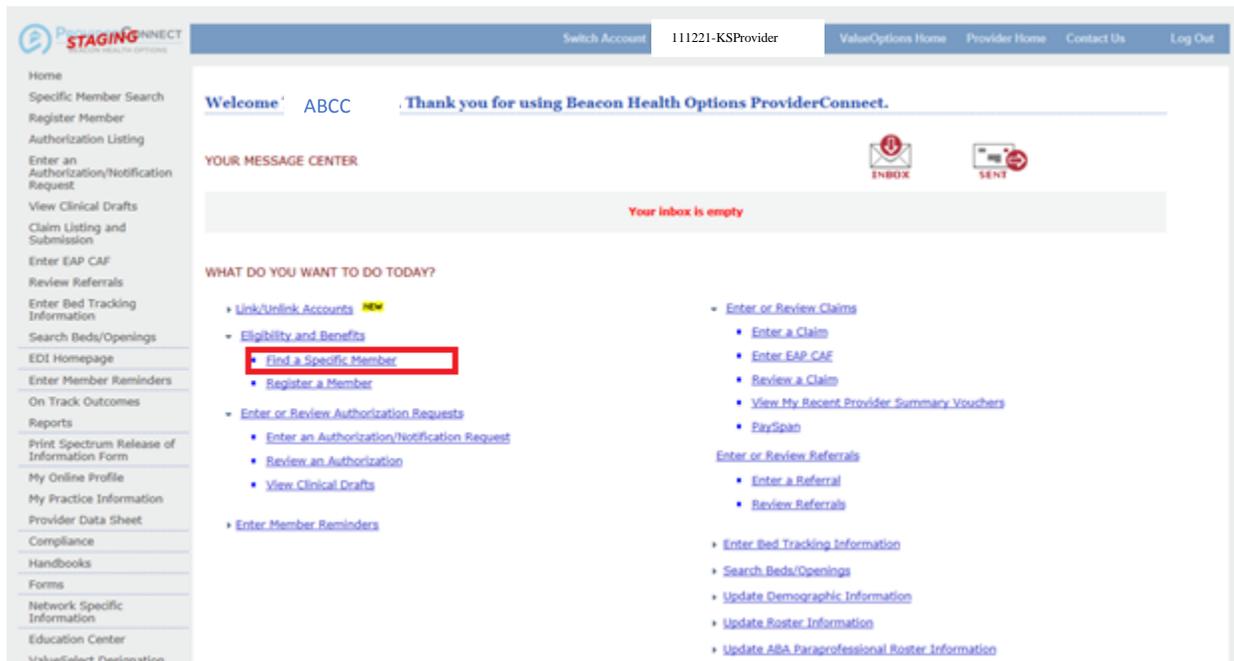
ProviderConnect can be accessed at kansas.beaconhealthoptions.com/providers/ or you can simply google "ProviderConnect"

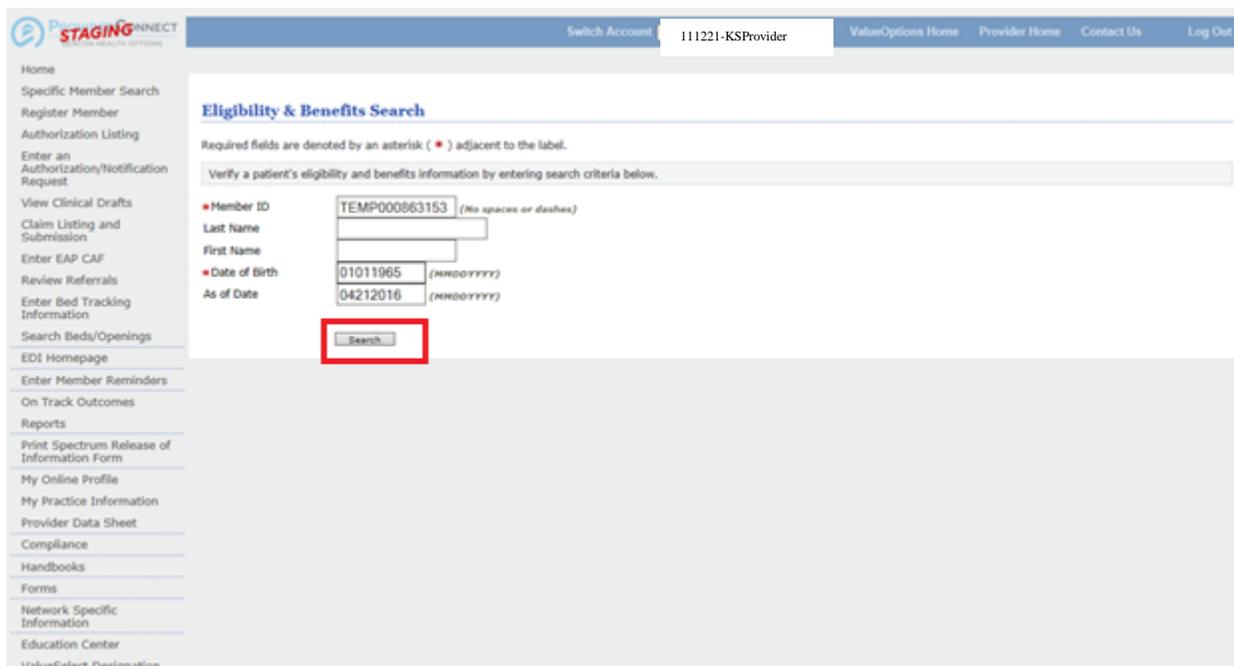Following are screenshots of the provider registration process in ProviderConnect

The following screenshots walk a provider through submitting an inquiry.

1: The provider clicks on Find specific Member

2: The provider enters the member ID and Date of Birth. **If they do not have the member ID use the member's Social Security Number as an alternate ID**. The Provider clicks search.

3: On the Member information page the provider clicks on Send Inquiry

4: This is the inquiry page. The provider will need to provide the name of the person they want us to contact if we have questions. They will also need to provide any applicable information they need us to know in the text box provided. Finally, the provider needs to attach the release of information and faxed request form by clicking Attach a Document.

5: Providers will select "Document containing Clinical Information about Members" from the "Type of document you are attaching" pull down menu and click upload file

6: A standard upload file window will pop up. The provider will need to find the file they want to attach by clicking Browse.
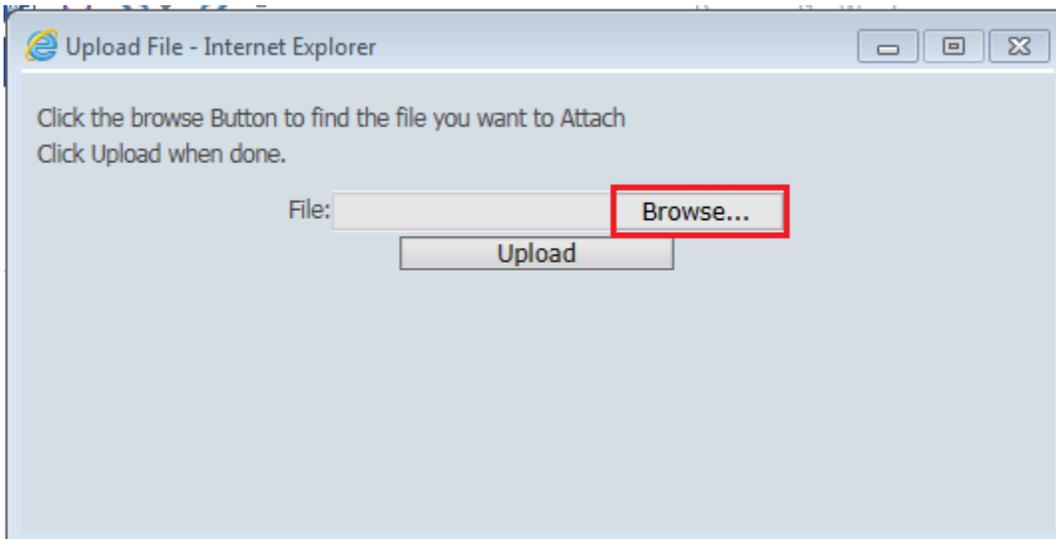
7: Once the provider has located the file to be uploaded they will click it so that the name of the file populates in the File Name field. The provider then clicks Open
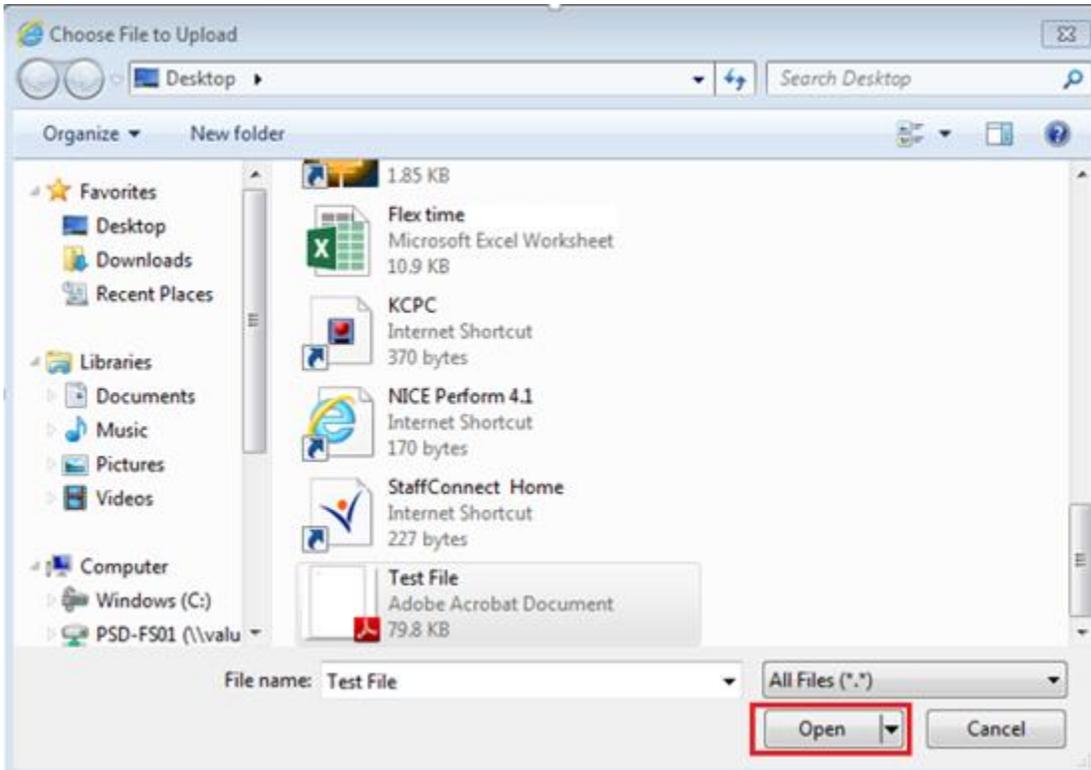
8: The standard upload file window reappear with the file path populated in the File field. The provider then clicks Upload.
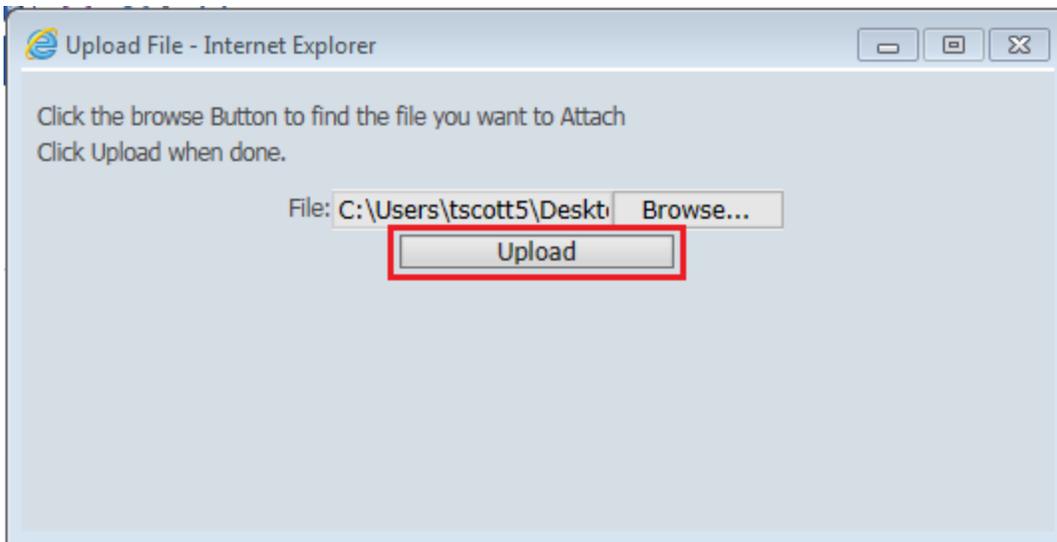
9: The provider will verify that they have successfully uploaded the intended document and click Submit.

10: ProviderConnect will generate an inquiry number that is unique. The provider will click Home

11: Whenever the provider returns to their home screen they can click on Sent in order to view all sent inquiries.
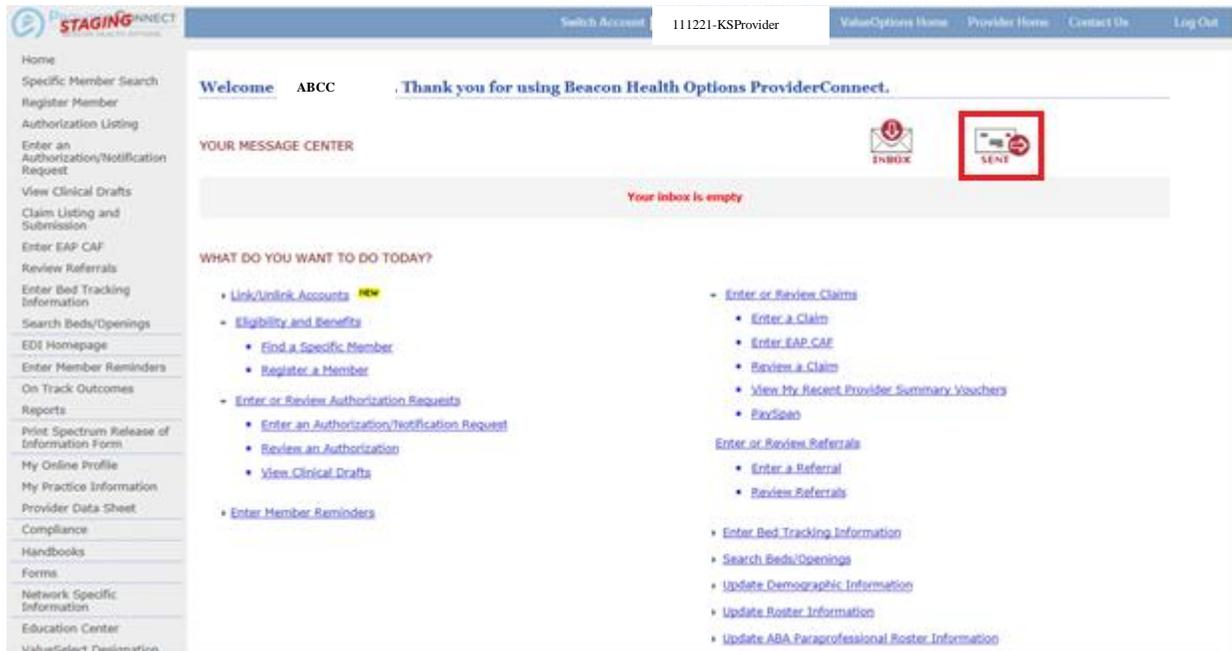
12: The Message Center – Sent screen shows providers all the inquiries they have sent. They can view each inquiry in future.
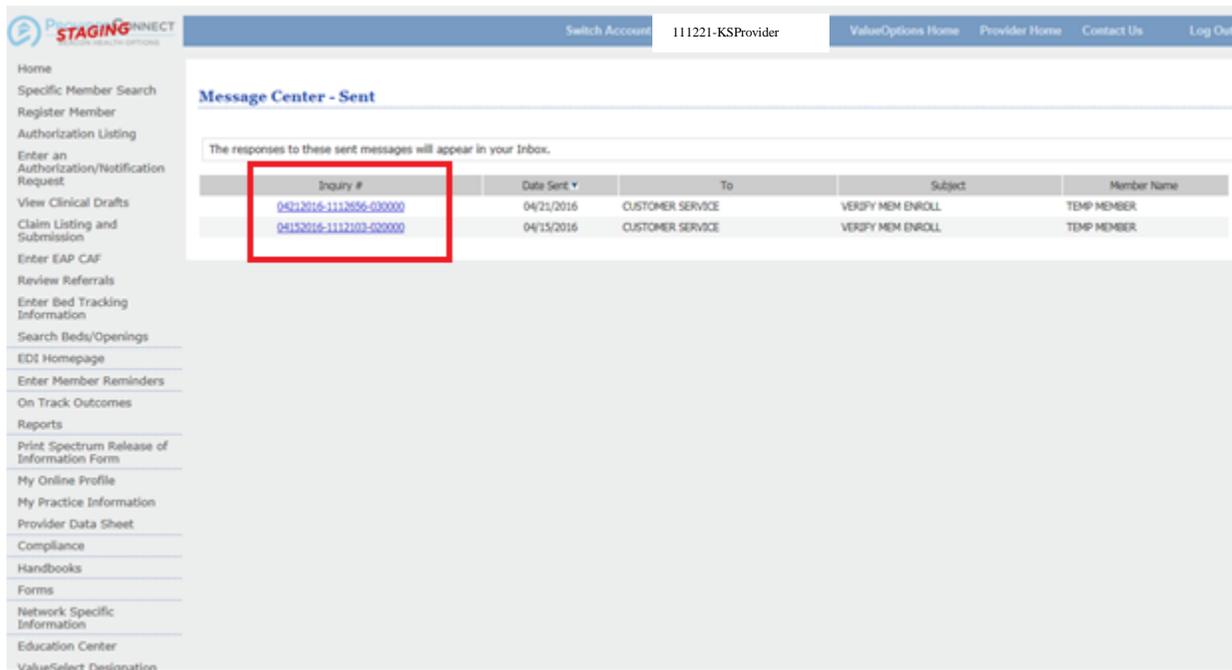
13: The provider receives and email that their inquiry has been responded to.

Wed 6/15/2016 8:05 AM

e-support Services

Beacon Health Options Web Inquiry Response Posted

To   Scott, Toby

We have responded to your web generated inquiry. Please visit us at   http://kansas.beaconhealthoptions.com/providers/   and log in to our secure site to view our response.

Regards,
Beacon Health Options

Please do not respond to sender as this mailbox is not monitored.
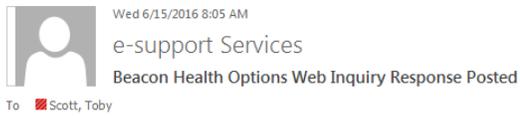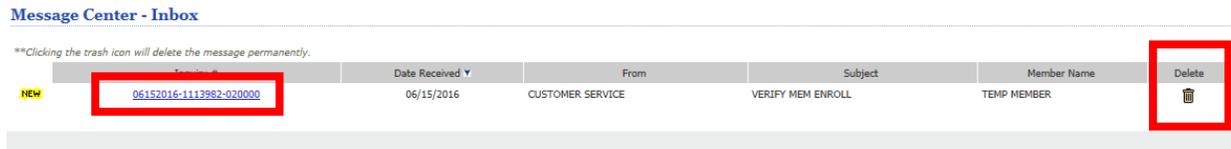
14: When the provider logs into ProviderConnect they will see a notification of a new message. To view the message they will click on their Inbox.

15: Inside their Inbox the provider will see a list of returned inquiries. New messages have the word "new" highlighted to the side. To view the message the click on the inquiry number. When finished with the message the provider has the option to delete the message by clicking the trash can

Message Center - Inbox

**Clicking the trash icon will delete the message permanently.*

Inquiry #	Date Received ▼	From	Subject	Member Name	Delete
NEW 06152016-1113982-020000	06/15/2016	CUSTOMER SERVICE	VERIFY MEM ENROLL	TEMP MEMBER	🗑

16: The new message contains both the original message from the provider and the response from Clinical. The Provider needs to review the response from the Clinician as it may contain important information regarding the status of a request, need for additional information, or additional instructions for next steps.

17: The provider can respond back to a Clinician by clicking the "yes" radial button. This opens a text box that the provider can enter information into. Once finished, the provider clicks submit.